State of Connecticut
Department of Public Safety

Request for Information (RFI #06ITZ0057)
Software to Facilitate the Management of the Offices of State Fire Marshal
& State Building Inspector

AMENDMENT # 1
provides the following:

- Provides Vendor Questions and Answers document.

Note: A signature line has been included below. A copy of this page signed in ink is required
      with the Proposal to show that vendors have received this Amendment.

_____

VENDOR'S SIGNATURE ACKNOWLEDGING RECEIPT
(This page should be signed and returned WITH PROPOSAL. If vendor fails to submit signed
Amendment, vendor will still be responsible for adhering to its content)

APPROVED:_____

        JACQUELINE SHIRLEY
        DIRECTOR
        IT CONTRACTS AND PURCHASING DIVISION

1. **Q: Is the State looking for packages which only speak specifically to the needs of fire marshal and building official offices?**

    A: The State is looking for software that will meet daily functional needs. The means by which vendors choose to accomplish the task may be a consideration in the final analysis.

2. **Q: Please identify the number of potential users of the required solution. The users would be those involved in the inspection procedures, ie building inspectors and inspectors within the state fire marshal's office.**

    A: Potential users including clerical would be approximately 65 people.

3. **Q: Item # 16 of the Addendum states: Describe how your system produces an photo identification license. Is it possible to get a sample of the photo identification license to better understand how vendor systems will integrate?**

    A: The State's current photo license process consist of a passport size photo (provided by the applicant) being placed on a wallet size certificate and laminated between to pieces of laminate.

4. **Q: Item # 28 of the Addendum states: "Is your product/software capable of handling the operation of State Fire Marshal and State Building Official Offices' and their respective associated duties and responsibilities?" Are there additional requirements outside of those listed in the 'Background' section on pages 2-3?**

    A: No

5. **Q: Item # 29 of the Addendum states: "If chosen, will your company transfer our current data into the new system?" Our company has the ability for data transfer, but please identify what data files need to be transferred, and their format.**

    A: The building and fire data (building location/history/inspections/violations etc) is in Microsoft Access. The licensing and permitting is in "First Choice" software which is a "DOS" database.

6. **Q: Item # 30 of the Addendum states: "Does your system provide for E-Commerce?" What is meant by 'E-Commerce?**

    A: E-Commerce allows for the electronic payment of licenses and permits. The State is not ready for use of E-Commerce at this time but the system should be capable of transiting into E-Commerce once the agency becomes E-Commerce qualified.

7. **Q: Item # 6 & 7 of the Addendum refer to remote data entry and field inspections. Does the OSFM/OSBI want information on mobile software capabilities?**

    A: OSFM/OSBI wants to know how your system handles remote entry/access to the database from the field.

8. **Q: Under "Projected Costs", item # 1 refers to "internal external clients" Can the State clarify what is meant by "internal external clients"?**

    A: Internal clients refers to in-house personnel and external clients refers to field inspectors; total approximately 65 people.

9. **Q: Re: 'Background' Section -- Does this system also handle permits for building sub-code inspections or just fire sub-code inspections? What about permits for any other sub-codes (electrical, mechanical, plumbing)? Does the CO process cover residential properties in addition to commercial? Is there a billing component required for the plan review process? Is there a billing component required for the permit process?**

    A: The above questions do not directly apply to the State system; they are more in common with a municipal building official's office. We are responsible for building construction projects of large   scale state owned facilities and issue approximately 20-25 building permits per year for new construction.

10. **Q: Item # 1 of the Addendum states: "Describe how your system will incorporate the various forms currently in use by OSFM." Please provide a copy of the various forms used by OSFM.**

    A: A sampling of the various forms in use by OSFM can be found on the State of Connecticut website, CT-CLIC.COM. Some the forms you will find there are:
    > Crane Registration: Initial/Renewal
    > Explosives Vehicle Transport Permit: Initial/Renewal
    > Hoisting Equipment Operator: Initial/Renewal
    > Permit to Display Fireworks or Special Effect: Specific/Duration.

    This list is not all-inclusive but is a random sampling of the types of forms currently in use by OSFM.

11. **Q: Item # 2 of the Addendum states: "Describe how your system tracks the various amusement Park rides, Carnival rides, Annual building inspections, re-inspections, follow-ups." Is any local notification required?**

    A: Yes

12. **Q: Do you track traveling Carnival schedules?**

    A: No

13. **Q: How often to you inspect rides?**

    A: Amusement park rides are inspected annually. Traveling Carnival rides are inspected each time the ride is set-up.

14. **Q: Item # 3 of the Addendum states: Describe how your system would track a single Carnival ride form location to location; inspection record/history file." Do the State track Carnival companies or the individual rides?**

A: Currently we do not track either, but would like the capability of tracking both.

15. **Q: Item # 4 of the Addendum states: "Describe how your system accounts for various fees associated with Amusement parks, Carnival rides, Crane and Hoisting Operator licenses, Pyrotechnicians license, etc." Please provide details on what the State charges/bills for, and when the bills are rendered.**

A: The State currently invoices for approximately 40 different licenses and permits with various fees applied to each license/permit. Invoicing is done annually, however spaced out monthly over a 12 month period.

16. **Q: Item # 6 of the Addendum states: "Describe how your system allows for remote data entry of Amusement and Carnival ride inspections, building inspections, etc." What state-wide infrastructure is available for remote data entry? Statewide cell coverage? Statewide broadband Internet access?**

A: Wireless cell coverage is provided by Cingular through the Department of Information Technology (DOIT). Statewide broadband Internet access utilizes the Metropolitan Area Network (MAN) which is managed by DOIT.

17. **Q: Item # 15 of the Addendum states: "Describe how your system will track/monitor various licenses and permits issued by OSFM." Please provide information on the licensing and permitting process in the State of Connecticut.**

A: Applications received are reviewed for completeness and proper fees. Depending on the type of license or permit being applied for, a general background check or a criminal background check may be required before a license or permit can be issued. This type of application is forwarded to in-house police personnel for processing. Upon completion of the background check the application is returned to the Licensing and Permit section for process completion. In general if a license is required for the type of function to be performed (ie; crane operator, blasters license, etc.) the passing of a writing exam required. The exams are administered and scored by another office within the Division and are not part of this RFI.

18. **Q: Item # 16 of the Addendum states: "Describe how your system produces a photo identification license." Does the State currently have or plan to use a specific ID card printer (Eltron, or similar) and who will be issued photo identification licenses: Inspectors? Contractors? Carnival workers? Fireworks Technicians?**

A: Current photo licenses are produced by hand (see # 3 above). OSFM currently issues approximately ten (10) different photo licenses.

19. **Q: Item # 28 of the Addendum states: "Is your product/software capable of handling the operation of State Fire Marshal and State Building Officials Offices' and their respective associated duties and responsibilities?" Please provide an estimate of the annual number of items processed.**

 A: Approximately 15,000 to 20,000 reports, inspections, licenses, permits are processed annually.

20. **Q: Which vendor system has the DPS viewed or has asked to be seen/demonstrated during the past 12 months regarding this software solicitation?**

 A: DPS has seen several different systems operating at the Local Municipal level but none operating at the State Level.

21. **Q: What is the County's established budget for this acquisition and have the monies been allocated and set aside?**

 A: Connecticut does not have County Government. The Department of Public Safety is currently in the budget preparation process and would like to incorporate the cost of this project in our budget   request.

22. **Q: Due to the rising costs of Hardware/Software/Maintenance and Support, would the DPS like to see submissions for both a Vendor-Hosted option as well as an Agency-Hosted option?**

 A: The Department of Public Safety will entertain both options.

23. **Q: Is there a preferred or required relational database system that the DPS would like vendors to use for their application software?**

 A: Sequel Server is the preferred application software.

24. **Q: Does the DPS have any minimum requirements for vendors to supply software that is already existing and functioning at other governmental agency sites?**

 A: No.

25. **Q: Is the DPS interested in hearing from vendors who have wireless solutions to assist in the field inspection side of processing? Will wireless considerations be a part of the final evaluation and selection of a vendor?**

 A: Yes. Wireless will be a consideration in the final evaluation, however other solutions will also be considered.

26. **Q: Does the DPS anticipate that some permits or licenses should be issued through the Internet to pre-qualified applicants? Is the DPS already accepting credit and debit card payments for these licenses/permits?**

 A: DPS does anticipate the processing of a limited number of permits and licenses through the Internet. No, however DPS would like to move toward E-Commerce.

27. **Q:** **Does the DPS have a Project Team that will be the vendor's main contact for the proposed implementation?**

    A: Yes.

28. **Q:** **To what extent is the DPS using GIS for any of these licensing and permitting activities? If none, is this a consideration that would interest the DPS?**

    A: None. It would be a future consideration.

29. **Q:** **Can the State provide any statistics as to the number of reports and similar other documents like letters, forms, etc. that the vendor will need to incorporate as part of their implementation?**

    A: There are approximately 120 various letters, forms, reports or documents in use by OSFM/OSBI.

30. **Q:** **Would it be possible to receive a WORD version of the RFI? This would enable vendors to directly use text and the matrix more easily without having to retype these requirements.**

    A: The RFI is available to download from the DOIT website located at www.ct.gov/doit, and is only available in PDF format.

31. **Q:** **If vendors do not respond to the RFI, will they be eligible to respond to the RFP?**

    A: Yes.

32. **Q:** **When do you plan to issue the RFP?**

    A: The decision to go forward with an RFP would be heavily dependant upon the responses received from this RFI.

33. **Q:** **What is your planned implementation start date for the new system?**

    A: That would depend on the RFP schedule, if an RFP is issued.

34. **Q:** **Item # 31 of the Addendum states: "Does your system allow on-line completion and submittal of permits and license applications?" Please be specific by what is meant by "on-line completion and submittal of permits and license applications?"**

    A: The opportunity for an applicant to access the appropriate form on the OSFM website, complete the application on-line and submit the completed application to OSFM electronically. This is extremely helpful with annual renewals.

State of Connecticut,
Department of Public Safety
Request for Information (RFI) #06ITZ0057
Software to Facilitate the Management of the Offices of State Fire Marshal
& State Building Inspector

Date-May 15, 2006

State of Connecticut
Department of Public Safety

Request of Information
RFI #06ITZ0057
For

Software to Facilitate the Management
of the Offices of State Fire Marshal & State Building Inspector

Issue Date:
May 15, 2006

Question Deadline Date:
June 1, 2006 3:00 PM EST

Due Date:
June 15, 2006 @2:00 PM EST

Issued by:
Connecticut Department of Information Technology
East Hartford, CT 06108

OVERVIEW

The offices of the State Fire Marshal and the State Building Inspector are dedicated to protecting the lives and property of the citizens of the State of Connecticut. This is accomplished through enforcement of the State Fire Safety Code and the State Building Code in conjunction with the various regulations adopted by the Department of Public Safety.

The Office of State Fire Marshal/Office of State Building Inspector is looking for a single software program that will automate the daily operational functions of their respective offices. The objective is to determine if there is software available in the commercial market that can perform the various functions of the OSFM/OSBI and avoid the expense and time consuming homegrown application development process.

This Request for Information (RFI) outlines the type of information being solicited from vendors and includes guidelines for content and format of responses.

Written responses to this RFI must be received no later than **June 15, 2006 @2:00 PM EST**. Please provide **1 original** and **3 copies** of your response. Responses may be mailed to:

Mr. Wayne H. Maheu
Executive Director, Division of Fire, Emergency and Building Services
1111 Country Club Road
Middletown, Connecticut 06457.
Email address: Wayne.Maheu@po.state.ct.us

STATEMENT OF PURPOSE

The purpose of the RFI is to gather company and product information from vendors of packaged programs that facilitate the daily functional operations of fire marshal and building official offices at the State level. Information being sought includes product functionality, technology platform(s) and other specifics including ease of maintenance and enhancements.

BACKGROUND

Some of the daily functions performed by personnel in the OSFM and OSBI include inspections of state buildings; from the issuance of the initial building permit, recording and performing plans review, scheduling of code inspections during construction, and on through the issuance of the Certificate of Occupancy. Both fire and building inspectors are responsible for enforcement of their respective codes during the construction phase, however when the C of O has

been issued the fire inspector must perform annual fire code inspections throughout the life of the building. Each phase of the operation requires record keeping and documentation including all violations issued, notes of job meeting and etc.

Additional responsibilities of the OSFM include the registration and licensing of Crane and Hoisting Equipment and Operators; the processing and licensing of Demolition Contractors; the processing of Explosive permits and Blasting licenses, the processing and licensing of Fireworks and Fireworks Shooters; the issuance of permits for Amusement Parks and Carnivals; the inspection of Amusement Park and Carnival rides and tracking of individual rides; inspections of Circuses; the processing and licensing of Theater Managers and Projection booths.

RESPONSE CONTENT

Each respondent is being asked to provide the following information:

<u>Company</u>

The Department is seeking organization and client profile information which may include their resellers or implementation partners. This information will be used to gain a better understanding of the nature and capability of each respondent including their experience with issues related to the daily operation of State level Fire Marshal and Building Inspector Offices. The chosen vendor should have an established track record in municipal and/or state record management systems.

<u>General Product Information</u>

Generally, the Department is looking for clear statements about product functionality and features. The vendor should be capable of demonstrating how their product will meet the needs of the OSFM/OSBI. The vendor will provide documentation to demonstrate completion of similar projects and provide a list of references including the contact person(s), their email address and phone number.

BUSINESS MODULES

<u>Technology and Support</u>

Would your system require vendor performed maintenance?
Any specific "knowledge/skills" required in performing maintenance?
How frequent are upgrades to the system released?
Is there an audit trail of changes made to the system?

Only authorized users should be able to access the system. Data must be properly secured by using appropriate security measures and developing and implementing adequate security procedures.

Selectable access and security must be provided for the Agency's Administrator or other authorized person(s) to control all user functions (i.e.: one user may be allowed to perform all functions; while others may be limited to performing restricted functions or only capable of viewing information contained in the database but unable to modify the data). Passwords must be available for system access beginning at the time of installation and training. Passwords must be managed or changed by the Agency Administrator or other authorized person(s). Does your company provide support on initial system setup, testing and employee training; provide technical support Monday thru Friday from 8 am to 5 pm EST; Provide periodic upgrades to the software at little or no cost. All software supplied must be compatible with existing onsite PC equipment and operating systems. What are your typical daily staffing levels for providing customer service?

Projected Costs

The department is interested in sizing each package in terms of licensing and deployment costs. Therefore, respondents are asked to include the following information:

1. Approximate license cost and/or formula to calculate at list price rates including per seat internal external clients, server architecture and file size cost. Rough estimate of total deployment costs i.e. people cost, excluding hardware and license costs, based on completed projects of similar size.

PRESENTATIONS

Respondents providing clear, concise information may be invited to make oral presentations and product demonstrations to staff members. The Department will select examples that demonstrate functionality identified as being critical or important.

Only a limited number of firms will be invited to make presentations. Those firms not invited to participate in the RFI presentations will still have an equal opportunity to compete in the future acquisition process. It is possible that some respondents will not be invited due to logistical and time constraints. All onsite presentations will occur on State of Connecticut premises.

DISCLAIMERS

The Department of Public Safety is asking for responses to this RFI for informational purposes only and will not be obligated in any way to use any of the information received. Vendors responding to this RFI will not be compensated in any way. Also, responding to this RFI will not enhance any vendor's chances of receiving future work from DPS. Similarly, not responding to this RFI will not be a detriment to any vendor when competing for future work.

In addition, DPS will not be providing feedback regarding the quality or suitability of vendor's solution to any subsequent acquisition process. DPS may, however, contact individual respondents for clarification of information contained in their response to this RFI. Vendors may refer DPS to jurisdictions with operating model installations or offer product demonstrations, but the state reserves the right to decline any such referral.

QUESTIONS

Administrative questions should be addressed to: Mr. Wayne H. Maheu, Executive Director, Division of Fire, Emergency and Building Services, 1111 Country Club Road, Middletown, Connecticut 06457.
Email address: Wayne.Maheu@po.state.ct.us
No later than June 1, 2006 @3:00 PM

See Addendum Below

Essential Features/Functional Requirements:

1) Describe how your system will incorporate the various forms currently in use by OSFM.

2) Describe how your system tracks the various Amusement Park rides, Carnival rides, Annual building inspections, re-inspections, follow-ups.

3) Describe how your system would track a single Carnival ride from location to location; inspection record/history file.

4) Describe how your system accounts for various fees associated with Amusement Parks, Carnival rides, Crane and Hoisting Operator licenses, Pyrotechnicians license, etc.

5) Describe how your system addresses scheduling of inspections and inspectors for Carnival rides, building inspections, explosive trucks inspection, etc.

6) Describe how your system allows for remote data entry of Amusement and Carnival ride inspections, building inspections, etc.

7) Describe how your system has the ability for a field inspector to view the inspection record/history file of a Carnival ride, Building, a person's license; in the field.

8) Describe how your system has the ability to produce an Amusement and Carnival rides inventory report by vendor/ride identification number/etc.

9) Describe how your system has the ability to produce a code violation report by; property/tenant owner, property location, by a single building within a complex, a unit within the building in a complex, etc.

10) Describe how your system will provide the reports or demonstrate a way for us to generate reports and provide a way to include the report request on a menu. Demonstrate what canned reports you provide.

11) Describe how data is exported and imported into the system.

12) Describe how reports can be customized and what is needed to change reports for future use.

13) If chosen, will your company modify the system to meet our needs and with each new version (up-grade) maintain our modifications.

14)   Is your system capable of working on both LAN and non-LAN systems.

15)   Describe how your system will track/monitor various licenses and permits issued by OSFM.

16)   Describe how your system produces a photo identification license.

17)   Describe how your system integrates the photo identification into the system (database).

18)   Describe how data can be entered directly onto the forms using a menu driven system.

19)   Describe how your system will track/monitor explosives transport vehicles, operator licenses, etc.

20)   Describe how your system can cross reference a fireworks technician to an event and vise-versa.

21)   Describe how your system will perform a mail merge matching the individual with the proper renewal form/application, code violations, carnival ride, etc.

22)   Describe how your system will track/monitor building plans review-inspections-re-inspections-violations-complaints, etc.

23)   Describe how your system track/monitors a building from initial construction (site work) to demolition-complete history for the life of the building.

24)   Describe how your system identifies a property owner and tenants within a business complex.

25)   What are the hardware/software requirements to operate your system?

26)   Describe how your system performs file validation, edits and error correction capabilities. How does your system identify errors?

27)   What security measures are in place to safeguard the data?

28)   Is your product/software capable of handling the operation of State Fire Marshal and State Building Official Offices' and their respective associated duties and responsibilities?

29)   If chosen, will your company transfer our current data into the new system?

30)   Does your system provide for E-Commerce?

31)   Does your system allow on-line completion and submittal of permits and license applications?